



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Central Services Assistant
Class Code Number	2020

General Statement of Duties

Provides a variety of copying, mail and routine computer services to designated City departments; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide copy, mail and routine computer services to designated City departments and provide backup support for Finance Department staff. The work is performed under the supervision and direction of an assigned supervisor, but some leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Performs a variety of copying duties for designated personnel as requested including, duplicating and distributing reports, forms, special publications, and other related materials and assembling month end reports;
- Maintains copy equipment by cleaning and making or coordinating needed repairs and adjustments;
- Receives, sorts, and distributes incoming mail and processes outgoing mail including, preparing and pre-sorting bulk mailings;
- Maintains document imaging records for departments, including scanning hard copy documents and organizing data files;

- Assists Information Services Technician with routine installation of hardware and software under supervision of Information Services Technician;
- Performs data entry and word processing according to established guidelines as assigned, including entering water stub payments and maintaining records;
- Provides backup support including, acting as switchboard operator and/or cashier, including answering telephone calls and receiving payments;
- Mechanically signs payroll checks, files payroll, accounts payable and health insurance checks;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Some knowledge of operational characteristics of a variety of duplicating machines;
- Some knowledge of basic accounting and use of ten key machine;
- Some knowledge of safe work procedures and practices;
- Ability to operate a variety of duplicating machines;
- Ability to maintain, clean, and make minor repairs/adjustments to duplicating machines and related equipment;
- Ability to perform a variety of general clerical duties;
- Ability to stand for long periods;
- Ability to maintain accurate records;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED;
- One to three years general office or printshop experience.

Required Special Qualifications

- Valid Class C California State Driver's license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.